



City of Tempe

TAX & LICENSE SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	364	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$76,722
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$103,575
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Tax & License Manager
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general direction from the Deputy Internal Services Director – Finance, Tax & License Manager or from other supervisory or management staff.

Exercises direct supervision over clerical, technical and professional staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of responsible experience in sales tax and/or licensing, audit and or revenue experience. Supervisory experience in a public agency is preferred.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration or degree related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize, assist Tax Manager in the supervision of staff and participate in a variety of technical and non-technical duties related to the City sales tax and specialty business licensing, audit, research and revenue collection functions; to interpret applicable laws, ordinances, codes and policies; and to provide technical and non-technical assistance to Finance and Technology Department management all in coordination with Arizona Department of Revenue.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Assist Manager to develop, implement, review and administer goals, objectives, policies and procedures;
- Assist Manager to direct, plan, prioritize, assign and review the development of work plans; work assignments, projects and programs; monitor work flow; and review, evaluate and approve work products, methods and procedures of staff involved in enforcing and processing municipal license code, permit requirements and revenue collection activities;
- Develop and implement and oversee staff goals and individual annual reviews;
- Evaluate operations and activities, implement technical and operational improvements and modifications; demonstrate continuous efforts to improve operations, decrease turnaround time, streamline work processes, and provide quality customer service;
- Prepare, review and edit a variety of reports on operations and activities;
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies;
- Attend inter-City or Arizona Department of Revenue sponsored meetings involving licenses, collections, audit, research, legal discussions, compliance issues for sales (TPT) tax and licensing;
- Assist Manager to prepare and administer the budget; prepare estimates for budget recommendations, staffing, equipment, materials, and supplies; and submit justifications for budget items;
- Recommend and prepare proposed changes in City laws, ordinances and regulations; and assist attorneys and management with changing and/or updating City codes and ordinances;
- Assist Manager with the design and implementation of computer systems, as needed;
- Analyze and monitor new and proposed legislative changes to taxes, licensing and related permit activities to determine operational impact on City processes;
- Direct Staff to ensure assure prompt collection, oversight and deposit of monies; monitor records of tax payments and receivables to determine delinquencies and discrepancies; contact taxpayers and citizens who are delinquent to determine liability of amount owed; direct the activities of staff to collect delinquent payments or make acceptable agreements for payments and in conjunction with the Collections section at the Arizona Department of Revenue;
- Direct Staff to contact local businesses to determine if TPT or other licenses have been obtained or to resolve special collection problems; and identify new businesses subject to taxation as sources of revenue;

- Recommend, review and approve a variety of permits, liens, assessments, waivers and write-offs, when needed;
- Assist Manager when requested to work with attorneys, police department, city departments and other appropriate government agencies relevant to licensing, registrations, tax and code enforcement;
- Answer questions and provide information to the public pertaining to TPT and licensing matters by phone, in person or by correspondence, in conjunction with the Arizona Department of Revenue and as permitted by statute; investigate complaints and recommend corrective action as necessary to resolve complaints;
- Provide pro-active performance planning utilizing performance management tools;
- Perform other related duties as assigned by the Manager or other City Management;
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles (auto or truck);
- Operates computers, calculators and other office machines;
- Considerable reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective May 2000

Revised Nov 2001 (range adjustment)

Revised March 2011 (job duties)

Revised April 2020 (update MQ's, job title and duties)

